

W I S C O N S I N

Office of Privacy Protection

Safeguarding Information for Your Future



Filing an Identity Theft Complaint

The role of the Office of Privacy Protection is to provide information and assistance, where appropriate, to consumers in reclaiming their identity and clearing their name in the event of identity theft or identity fraud.

To assist in this effort your complaint will be entered into a database of the Office of Privacy Protection so we can monitor issues and trends of identity theft, identity fraud, and other privacy related issues. In this way, we can not only assist you but others who have similar complaints.

In addition, entering your complaint into our database will help us to identify, investigate, and assist in the prosecution of identity theft and other privacy related laws and, as necessary and appropriate, coordinate with local, state, and federal law enforcement agencies in the investigation and prosecution of similar violations.


How to file a complaint.

 Obtain an Office of Privacy Protection (OPP) complaint form by:

1. Call the OPP hotline at 1-800-422-7128
2. Download a form at www.privacy.wi.gov
3. E-mail the OPP at WisconsinPrivacy@datcp.state.wi.us

Fill out the complaint form in its entirety. The more information you can provide, the more likely we will be able to assist you. While it is up to you what information you complete on the form, in order for us to assist you, we need a complete and accurate form to proceed. If you don't provide the requested information it may be impossible for us to refer, respond to, or investigate your complaint.

 Send in the complaint form with copies of any documentation that supports your complaint.

 It will take some time to process your complaint and during that time, you might be at risk of identity theft. Therefore, we strongly encourage you to take the following steps as soon as possible, even though you have filed a complaint:

1. File a police report with your local law enforcement agency regarding any suspected identity theft and get a copy for yourself. Attach a copy to your complaint form.

2. Order a copy of your free credit report and check it over carefully to determine if there is any suspicious activity reported.
3. Place a fraud alert on your credit report to prevent an identity thief from obtaining new credit in your name.

For additional precautions while we investigate your complaint, review a copy of “Identity Theft: What to Do If It Happens to You.” You can obtain this fact sheet from the Office of Privacy Protection by contacting us in one of the ways described above.

Please be aware that while your complaint is available for public review upon request under Wisconsin’s Open Records law, the department will maintain the confidentiality of your personally identifiable information to the fullest extent permitted by law.

What happens to your complaint?

Once your complaint is received, your information will be evaluated by a consumer specialist or investigator to determine an appropriate course of action. In some cases, self-help information will be sent to you in order to get you started on the path to recovering your identity. In other cases, the business(es) will be contacted about your complaint and corrective action requested. Although we can not force a business to resolve a complaint or take action, our contact with companies often results in a solution to a consumer’s problem.

If we believe an identity thief or business may have violated state laws, we may start an investigation. In some situations, we may recommend the case for prosecution to the Department of Justice or a district attorney. However, further action is their decision.

If we decide your complaint is part of a bigger identity theft or identity fraud investigation, your complaint will be shared with the appropriate local, state, and federal authorities.

Please remember that laws can only provide protection in some areas and usually after the fact. Our investigations may lead to prosecutions which can result in convictions, fines, or imprisonment or restitution to victims. However, judgments and money awards can only be made by the court system.

The Office of Privacy Protection can help guide you on the path to recovery, but we cannot get you there unless you take the recommended actions. Identity theft is an on-going crime that needs to be monitored regularly over time. We are here to help if you run into stumbling blocks or uncooperative businesses along the way, but the actions for recovery are yours.

For more information, contact the Wisconsin Office of Privacy Protection at 1-800-422-7128 or e-mail us at WisconsinPrivacy@datcp.state.wi.us